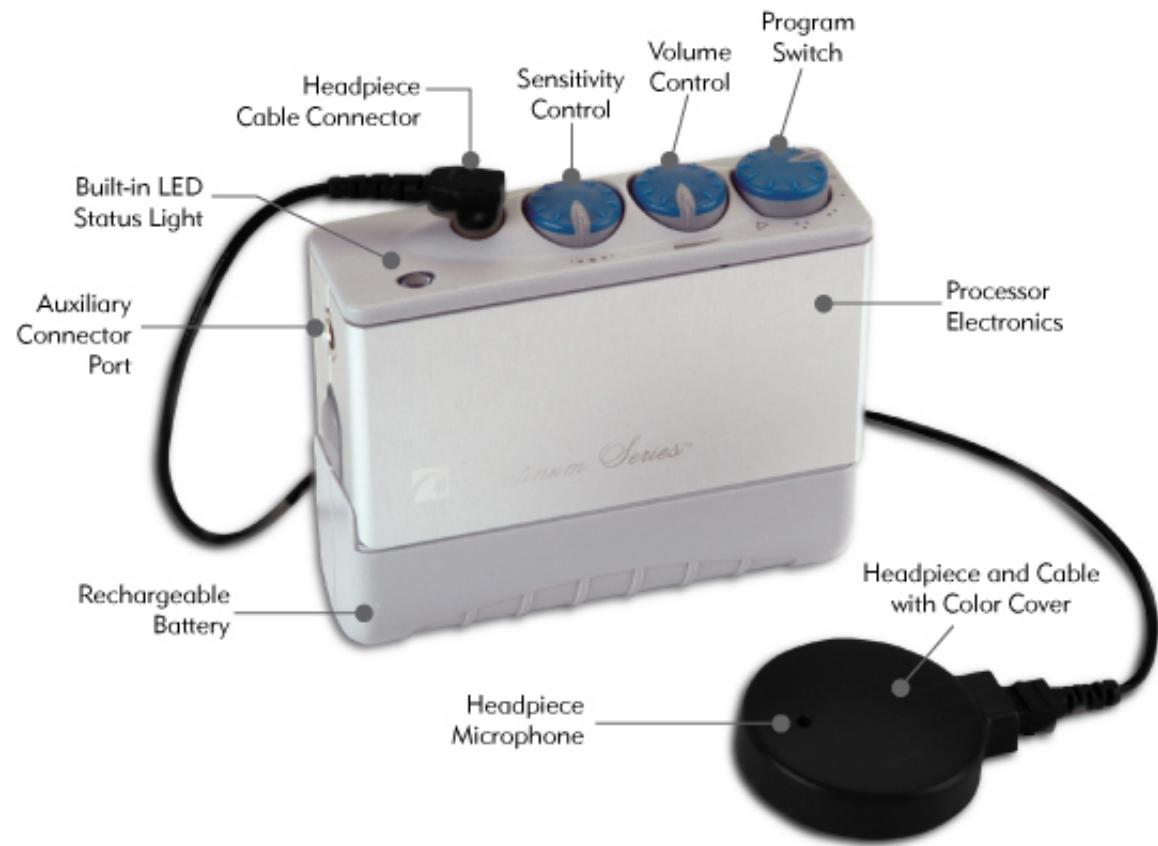


Platinum Series® Sound Processor



We encourage you to review the processor components before proceeding.

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Choose from the item below that best describes your situation:



I want to learn how to perform a task

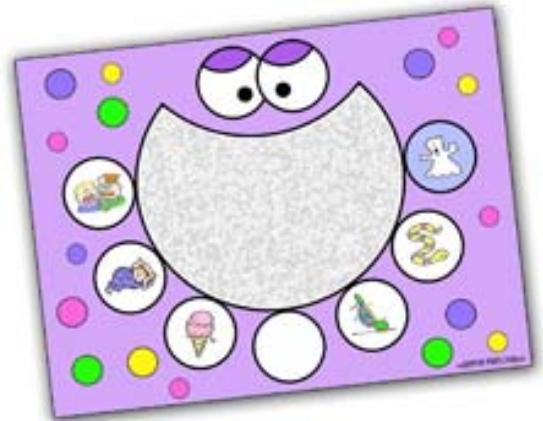
I need help with troubleshooting a problem

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How do I.....

- Check the device each day?

- Connect to an FM system?



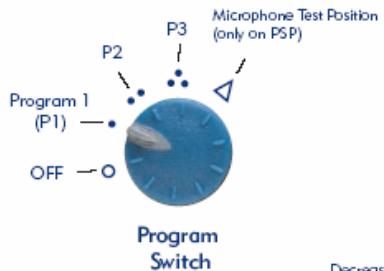
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How to Verify the Child's Device is Working

1. Verify the PSP is turned on and the battery is fully charged?

- The program switch should be turned to the desired program location (●, ●●, ●●●) if the processor is on.
 - An open circle indicates the processor is in the Off position.
- Upon turning the program switch to a program location you should see 3-4 quick **Red** blinks verifying the battery is fully charged.



2. Verify the cable is plugged into the processor and the headpiece securely.

- Check to see the cable is not twisted or frayed

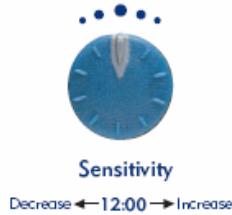
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How to Verify the Child's Device is Working

3. Is the Sensitivity Control in the 12 o' Clock position?



4. Is the Volume Control in the 12 o' Clock position?



5. Is the Platinum Headpiece positioned over the Implant (internal device)?

- You should feel the magnetic attraction

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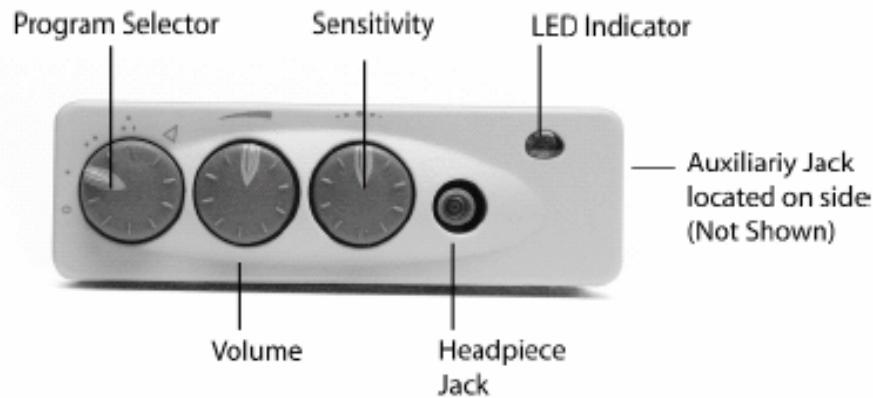
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How to Verify the Child's Device is Working

6. Verify the LED flashes GREEN in response to the Loud Sounds

- This assumes the Processor is on, battery is charged and the Volume and Sensitivity are in the 12 o' Clock position.



7. Perform a Behavioral Listening Check

- Use the Ling Six Sound Check to verify that the child is able to detect all aspects of speech.
- I am unsure how to perform this task, tell me more...

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Performing a Behavioral Listening Check

- ***Using the Ling Six Sounds (ah, ee, oo, sh, s and mm) you can determine a cochlear implant's effectiveness by verifying that the child is able to detect all aspects of speech as the six sounds encompass the frequency range of all phonemes.***

Six-Sound Speech Test Instructions

For Schoolchildren	For a Very Young Child
1. Position the listener one to two yards from you, and ask him/her to "listen."	1. For a very young child you will need to teach detection through a behavioral response.
2. If this is the first time the person has completed the task, demonstrate what is expected.	2. Use of real objects to represent each of the Ling Sounds is recommended, using the pictures on the cards as recommendations (e.g., ghost, airplane).
3. Using a normal conversational level, present each of the sounds through listening alone.	3. While giving the child a quiet distraction, provide a long baseline of silence and then make one of the Ling sounds through audition alone and without any toys.
4. Occasionally say nothing while doing the test. This way, a listener learns that it is okay to say that he/she does not hear anything. Remember to present the Ling Sounds in a random order so the child doesn't learn the pattern of presentation.	4. If the child looks, repeat the sound without showing the object. When you have the child's attention, first through listening, reinforce his attention by showing the corresponding toy and then repeating the sound again; provide waiting time so the child can process the sound.
5. If the child is able to detect the sounds, progress to a discrimination task and then an identification task by asking the child to point to the correct picture. The goal is to have the child naturally repeat the Ling Sound.	5. After a few minutes, say another sound and present the corresponding toy in the same way. Present all the Ling Sounds as long as you can maintain the child's attention. If attention is poor, change tasks and try again.

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Connecting to an FM System

1. Ensure that you have the appropriate equipment.
 - Patch Cable
 - Receiver
 - Transmitter
2. Ensure that the FM system is functioning appropriately by listening to the FM system through an amplified speaker or walkman-style earphones.
3. Make sure all components are turned off
4. Attach the FM Receiver via the Patch Cable to the PSP



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Connecting to an FM System

5. Set any gain, output, or tone controls on the FM Receiver per the Audiologist or FM Manufacturer.
6. Ensure that the volume on the FM Receiver and PSP are set to minimum.
7. Turn on the FM Transmitter, FM Receiver, and the PSP in this order.
 - *Note: It is important that you turn on the equipment in the proper order to prevent the child from hearing any adverse sound percepts.*

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Connecting to an FM System

8. Gradually increase the Volume and Sensitivity Controls on the PSP to user settings.
9. Gradually turn up the volume on the FM Receiver to a comfortable listening level.
10. Assess performance:
 - In quiet using an auditory only task
 - Verify FM benefit by determining performance in noise – CI+FM
 - Perform daily functional checks and monitor performance

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I need help troubleshooting the following.....

- Child is NOT responding to Sound
- The Light (LED) on the Processor is Flashing or I hear the Audible Alarm
- Sound appears to be Intermittent
- Headpiece will not stay on
- Child's voice sounds muffled or different

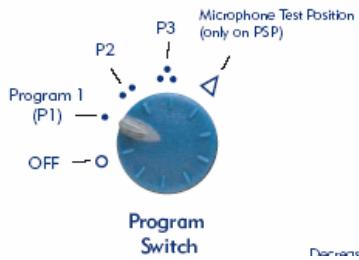
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Child is NOT responding to sound—

*Note you have verified no response with a behavioral listening check.

1. Verify the Sound Processor is ON
 - The program selector should be in either the P1, P2, P3 position



2. Check your connections including the Battery Latch and Cable Connections to the Headpiece and Processor
 - Make sure they are secure
 - Make sure the cable is not twisted, kinked or frayed

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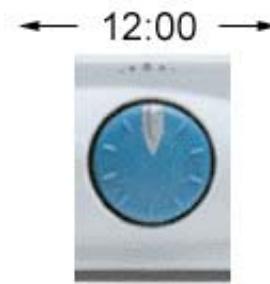
Child is NOT responding to sound—

*Note you have verified no response with a behavioral listening check.

3. Verify that the Volume and Sensitivity Dial are in the 12 o' clock position.



Volume Control



Sensitivity Control

4. Is the Headpiece positioned over the implant site?
 - Busy children can knock it off and may not be able to put it back in place.

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Child is NOT responding to sound—

**Note you have verified no response with a behavioral listening check.*

- 5.** Is the PSP battery charged and latched securely?
 - The LED will flash 3-4 quick **RED** flashes letting you know it is fully charged
 - Learn more about the Power Options
- 6.** Are you using the appropriate program?
 - You may need to check with the parent or audiologist for this information
 - Check the child's pouch for a programming card listing this information

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PSP Power Options

- The PSP is powered by a custom-designed, rechargeable, lithium ion battery
- The battery slides on and is held in place by a latch
- As an alternative to the rechargeable batteries a AA Battery Compartment can be used
 - The AA Battery Compartment uses three AA batteries



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Child is NOT responding to sound—

**Note you have verified no response with a behavioral listening check.*

7. Check the Microphone/System Status using the LED
 - I would like to learn more about LED functionality
8. Replace the Headpiece/Cable
 - Keep spare equipment on hand – Learn more
 - To order equipment contact us now
9. Clean the contacts on PSP battery and processor
Learn how

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Recommended Spare Equipment

A. Cable



B. AA Battery Pack



C. Headpiece



D. Hand-held Microphone



To order or for additional information contact a Customer Care Representative at 877-829-0026

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Child is NOT responding to sound—

**Note you have verified no response with a behavioral listening check.*

- 10.** Remove any materials that may be covering the PSP microphone (i.e. Scarf, Hat, Headband)
- 11.** Perform a test of the Platinum Headpiece (PHP) Microphone
 - Learn how
- 12.** Try another audio input source
 - Such as an Auxiliary Microphone or your Audio Interface Cable interfaced with an audio device (i.e., CD/MP3 player).
 - Learn how

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How to Try another Audio Input Source

1. By connecting the audio interface cable to a portable listening device* or connecting the auxiliary microphone you can verify if the child can receive sound through another sound source

**When using the audio interface cable a mono to stereo adapter is recommended to learn more click here*



Mono to Stereo Adapter



Auxiliary Microphone



Audio Interface Cable

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Why is a Mono to Stereo Adapter needed?

The auxiliary jack on the PSP accepts mono input and the audio interface cable has a stereo plug which is why the adapter is needed. This reduces the possibility of interference.



**Mono to Stereo
Adapter**



**Audio Interface
Cable**



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How to Try another Audio Input Source

2. Should the child receive sound with another audio source this verifies that the processor microphone is not functioning
3. If you verify the processor microphone is not working, contact the family and/or managing audiologist to notify them of the problem
4. Need further assistance with this issue click [here](#)

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Cleaning the Processor and PowerCel Contacts

1. To prevent intermittent operation of the Processor, contacts on both the PowerCel and Processor should be kept free from dirt, dust, perspiration or moisture.
2. Clean the contacts with a soft bristle brush (a hearing aid brush is best) at least once a month.

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Performing a test of the Microphone

1. Remove the PSP from the child
2. Plug the Microphone Tester Earphones into the auxiliary input jack located on the side of the processor
 - You can use any headphones that you may have available
3. Turn the program selector to the microphone test position (open triangle)
4. Put on the Earphones
5. Speak in a normal voice and monitor output
6. Move cable around to listen for any intermittencies



Microphone Tester Earphones

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Child is NOT responding to sound—

**Note you have verified no response with a behavioral listening check.*

13. Check for visible damage on the processor

14. Contact the audiologist for further troubleshooting

- Contact us now!

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The Light (LED) on the Processor is Flashing or I hear the Audible Alarm

1. I see a **Green** flashing light

2. I see a **Red** flashing light

3. I hear the Audible Alarm (beeping sound)

Green LED indicates the following...

- The PSP will flicker **Green** verifying the microphone is receiving sound, that data is being transmitted to the implant, and that the Processor is receiving information back from the implant
- Increasing the Sensitivity will cause the **Green** LED to flash in response to softer sounds
- Decreasing the Sensitivity will require more intense sounds for the LED to react
- The **Green** light is not expected to illuminate continuously especially if the child is in a quiet environment

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Red LED can mean the following...

1. Battery Status

- When the PSP is turned on the **Red** light will blink as follows:
 - 3 – 4 quick blinks indicate the battery is fully charged
 - 2 quick blinks indicate the battery is sufficiently charged
 - 1 quick blink indicates the battery is nearly depleted

2. Lock Status

- Blinks at 1 second intervals indicating no lock with the implant

3. Intellink™

- Rapid blinks indicating wrong implant is connected

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The Audible Alarm can mean the following:

- Optional feature that can be activated at the time of programming
- Designed to alert the parent or teacher when the system is not transmitting sound to the implant or when the battery is nearly depleted
- Communicates the following:
 - If there is a loss of lock the Alarm will beep in 1 second intervals until lock can be established
 - When the battery is near depletion it will emit a slow beeping tone until the battery dies or is replaced

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PSP LED Functionality Chart

Color	Feature	PSP LED Functional Description
Red	Battery Pack Charge Status	<ul style="list-style-type: none">- 3 to 4 quick red blinks indicate that the battery is fully charged to power the system- 2 quick red blinks indicate that the battery is sufficiently charged to power the system- 1 quick red blink indicates that the battery charge is nearly depleted
	Lock Status	Once the battery charge sequence is complete, the LED indicator begins to flash red approximately once per second. Flashing will continue until the headpiece is properly positioned on the head.
Green	Microphone / System Status	<p>The LED flashes green in response to loud sounds. This occurs when a loud acoustic signal (e.g. snapping fingers) is presented close to the headpiece with the sensitivity at the default setting. The LED flashing green in this condition indicates the following:</p> <ul style="list-style-type: none">- the ICS is sending data back to the sound processor- the microphone is receiving sound- the sound processor is sending data to the ICS- the ICS is correctly receiving the data- the program's AGC is enabled- the sound processor is correctly receiving this information.

Download this chart now

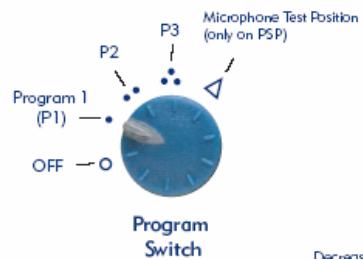
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Sound is intermittent—

1. Verify the Sound Processor is ON
 - The program selector should be in either the P1, P2, P3 position



2. Check your connections including the Battery Latch and Cable Connections to the Headpiece and Processor
 - Make sure they are secure
 - Make sure the cable is not twisted, kinked or frayed

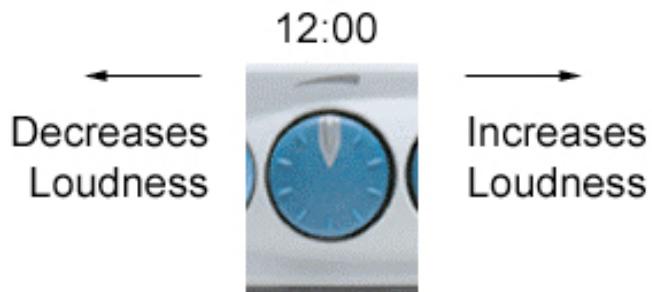
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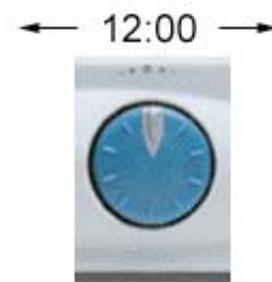
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Sound is intermittent—

3. Verify that the Volume and Sensitivity Dial are in the 12 o" clock position.



Volume Control



Sensitivity Control

4. Is the Headpiece positioned over the implant site?
 - Busy children can knock it off and may not be able to put it back in place.

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Sound is intermittent—

5. Is the PSP battery charged and latched securely?
 - The LED will flash 3-4 quick **RED** flashes letting you know it is fully charged
 - Learn more about the Power Options
6. Are you using the appropriate program?
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PSP Power Options

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Sound is intermittent—

7. Check the Microphone/System Status using the LED
 - I would like to learn more about LED functionality
8. Replace the Headpiece/Cable
 - Keep spare equipment on hand – Learn more
 - To order equipment contact us now
9. Clean the contacts on PSP battery and processor
Learn how

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Cleaning the Processor and Battery Contacts

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Recommended Spare Equipment

A. Cable



B. AA Battery Pack



C. Headpiece



D. Hand-held Microphone



To order or for additional information contact a Customer Care Representative at 877-829-0026

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Sound is intermittent—

- 10.** Remove any materials that may be covering the PSP microphone (i.e. Scarf, Hat, Headband)
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 - Such as an Auxiliary Microphone or your Audio Interface Cable interfaced with an audio device (i.e., CD/MP3 player).
 - Learn how

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Performing a test of the Microphone

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3. Turn the program selector to the microphone test position (open triangle)
4. Put on the Earphones
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6. Move cable around to listen for any intermittencies



Microphone Tester Earphones

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How to Try another Audio Input Source

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Mono to Stereo Adapter



Auxiliary Microphone



Audio Interface Cable

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Why is a Mono to Stereo Adapter needed?

The auxiliary jack on the PSP accepts mono input and the audio interface cable has a stereo plug which is why the adapter is needed. This reduces the possibility of interference.



**Mono to Stereo
Adapter**



**Audio Interface
Cable**



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How to Try another Audio Input Source

2. Should the child receive sound with another audio source this verifies that the processor microphone is not functioning
3. If you verify the processor microphone is not working, contact the family and/or managing audiologist to notify them of the problem
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Sound is intermittent—

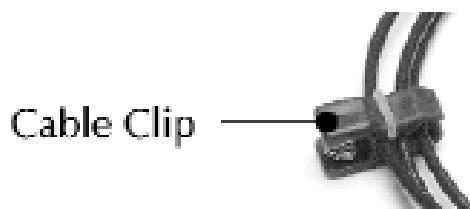
- 13.** Check for visible damage on the processor
- 14.** Contact the audiologist for further troubleshooting
 - Contact us now!

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Headpiece will not stay on.....

- 1.** CAUTION: adding too many magnets to the headpiece may cause physical discomfort and can potentially damage the skin around the implant site
- 2.** How long has it been since surgery? Swelling is common for 1-2 months following surgery
- 3.** If significant time had elapsed, you may try the following:
 - Use of the cable clip will help keep the headpiece on



- Other suggestions:
 - Use moleskin
 - Temporarily shave hair around the implant site
 - Apply pressure to the headpiece with a headband, baseball cap, etc.
 - Refer to audiologist for further troubleshooting

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Child's voice sounds muffled or distorted

- 1.** Is the processor turned on?
- 2.** Are the connections secure?
- 3.** Is the Volume Control in the 12 o' Clock position?
- 4.** Verify the LED status
 - Learn how
- 5.** Perform a behavioral listening check
 - Learn how
- 6.** Perform test of the Microphone
 - Learn how
- 7.** Refer back to “Sound is Intermittent” section for additional steps
 - Go now

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PSP LED Functionality Chart

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Download this chart now

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Performing a Behavioral Listening Check

- ***Using the Ling Six Sounds (ah, ee, oo, sh, s and mm) you can determine a cochlear implant's effectiveness by verifying that the child is able to detect all aspects of speech as the six sounds encompass the frequency range of all phonemes.***

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1. Position the listener one to two yards from you, and ask him/her to "listen."	1. For a very young child you will need to teach detection through a behavioral response.
2. If this is the first time the person has completed the task, demonstrate what is expected.	2. Use of real objects to represent each of the Ling Sounds is recommended, using the pictures on the cards as recommendations (e.g., ghost, airplane).
3. Using a normal conversational level, present each of the sounds through listening alone.	3. While giving the child a quiet distraction, provide a long baseline of silence and then make one of the Ling sounds through audition alone and without any toys.
4. Occasionally say nothing while doing the test. This way, a listener learns that it is okay to say that he/she does not hear anything. Remember to present the Ling Sounds in a random order so the child doesn't learn the pattern of presentation.	4. If the child looks, repeat the sound without showing the object. When you have the child's attention, first through listening, reinforce his attention by showing the corresponding toy and then repeating the sound again; provide waiting time so the child can process the sound.
5. If the child is able to detect the sounds, progress to a discrimination task and then an identification task by asking the child to point to the correct picture. The goal is to have the child naturally repeat the Ling Sound.	5. After a few minutes, say another sound and present the corresponding toy in the same way. Present all the Ling Sounds as long as you can maintain the child's attention. If attention is poor, change tasks and try again.

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Performing a test of the Microphone

1. Remove the PSP from the child
2. Plug the Microphone Tester Earphones into the auxiliary input jack located on the side of the processor
 - You can use any headphones that you may have available
 - A mono to stereo adapter may be needed. Learn more
3. Turn the program selector to the microphone test position (open triangle)
4. Put on the Earphones
5. Speak in a normal voice and monitor output
6. Move cable around to listen for any intermittencies



Microphone Tester Earphones

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I need more information.....

1. Speak to an Audiologist to ask further questions
2. Learn more on-line about the PSP Processor



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Speak to an Audiologist

Please call us for further assistance:

- Hours of Operation: 5 AM to 5 PM PST
(877) 829-0026 US and Canada
(800) 678-3575 TTY
(661) 362-1400 ext. 2101

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Why is a Mono to Stereo Adapter needed?

The auxiliary jack on the PSP accepts mono input and the audio interface cable has a stereo plug which is why the adapter is needed. This reduces the possibility of interference.



**Mono to Stereo
Adapter**



**Audio Interface
Cable**



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